My Health*e*Vet Quick Guide
Upgrading Your My Health*e*Vet Account
Through In-Person or Online Authentication

To view key portions of your VA health record and use Secure Messaging, you must receive health care services from VA, be registered on My Health*e*Vet as a **VA Patient** and have an upgraded account. To get an upgraded account means your identity has been authenticated. This is a process by which the VA verifies a Veterans' identity before allowing access to their VA health record. This is done to protect and secure your personal information.

There are two ways you can upgrade your My Health*e*Vet account. It can be done through:

- **In-Person Authentication (IPA)** *or*
- **On-line Authentication**

In-Person Authentication (IPA)
You can upgrade your account at your local VA Medical Center or Community Based Outpatient Clinic (CBOC).

Online
Before you can start to upgrade your My Health*e*Vet account online, you need to:

- Be registered as a **VA Patient** in My Health*e*Vet
- Have an eBenefits/DS Logon Premium Account
- Have your My Health*e*Vet account information (full name, Social Security Number, date of birth and/or gender) **match** what is in DEERS

Note: *If you choose not to upgrade your account online, you can still get an upgraded My Health*e*Vet Account the next time you visit your local VA health care facility.*

Connecting Accounts is a process that allows a user to enter one Username and Password and go seamlessly from eBenefits to My Health*e*Vet.

To learn more, check out the Quick Guide:
Connecting Accounts: For Users With eBenefits/DS Logon Premium Accounts & My HealtheVet VA Patient Accounts

Visit Frequently Asked Questions. This site has questions and answers that may help you understand more about the feature.

In-Person Authentication (IPA)
Go to My Health*e*Vet @ www.myhealth.va.gov , login and on **Quick Links** select In-Person Authentication

1. Print, read and sign the [VA Release of Information (ROI) form (10-5345a-MHV)](VA Release of Information (ROI) form)
2. Take a copy of your signed form and government issued photo identification (Veterans Identification Card or valid driver's license) to your local VA health facility and give to a qualified VA staff member.
3. After the VA staff verifies your information, your My Health*e*Vet account can then be upgraded.

Note: When you created your My Health*e*Vet account, please make sure you selected **VA Patient** on the registration page.

Online Authentication
After you have successfully **Connected Accounts** (see below), if you are a 'VA Patient' in My Health*e*Vet and do not have an upgraded* account, you will be asked if you would like to start to upgrade your account today.

1. Download, print, and sign the [VA Release of Information (ROI) form (10-5345a-MHV)](VA Release of Information (ROI) form)
2. Mail your signed form to the Release of Information Office at your local VA health care facility. You can use the VA Facility Locator to find the address.
3. Now Select **YES – UPGRADE MY ACCOUNT**.

*Please, allow 20 business days to complete this process.

Connecting Accounts
1. Go to www.ebenefits.va.gov
2. Type your DS Logon Premium Username and Password and select **Login**
3. In the *Manage Your Health Care Online* box, select **My Health*e*Vet**
4. In the *Connect to My HealtheVet* box, select **Go to My Health*e*Vet Enter Here.** If successful, you should be automatically logged into your My Health*e*Vet account.

Note: For the connection of your accounts to be successful, your DEERS and My Health*e*Vet personal information (e.g., full name, Social Security Number, date of birth and gender) **MUST** be an exact match.